

Jane B. Doe

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PERSONAL STATEMENT

Professional, ambitious and hard-working. Over 10 years of experience within a medical office environment performing a variety of duties that include insurance billing and processing; patient scheduling; reception and staff support. It is my belief that my experience, knowledge, problem solving, communication and leadership skills will contribute to the successful operations of the OB-GYN Department and Dartmouth Hitchcock Medical Center as a whole.

RELEVANT SKILLS & EXPERIENCE

- The ability to multi-task and remain focused, meet deadlines and follow policies and procedures.
- Provide exceptional customer service to patients and visitors; continuously adheres to HIPPA rules and regulations with a focus on integrity and respect.
- Actively listen to and respond professionally to questions and concerns. Ability to summarize and react to the concerns and needs of patients, medical staff and co-workers.
- Foster rapport conducive to effective working relationships and acts as a liaison between primary physicians and external specialists.
- Thrives in a challenging environment: approaches all aspects of work with dedication and enthusiasm.

CAREER PATH

01/08 – Present Primary Physicians' Offices – **Clinical Secretary** Concord, NH

Perform all duties of a Clinical Secretary including:

- Answer telephones and direct calls to appropriate staff.
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.
- Maintain medical records, technical library and process insurance billing.

09/02 – 01/08 ABC Company – **Receptionist** Claremont, NH

- Answer, screen, or forward calls, providing information and taking messages.
- Greet customers entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Schedule appointments and maintain and update appointment calendars.
- File and maintain records.

EDUCATION

2007	River Valley Community College Medical Administrative Assistant Certificate	Claremont, NH
2002	Concord Regional High School General Studies – HS Diploma	

COMPUTER / TECHNICAL SKILLS

- **Accounting and billing software** —Allscripts Professional PM; Intuit QuickBooks
- **Database software** —dBASE Plus; Microsoft Access
- **Electronic mail software** —Microsoft Outlook
- **Medical software** — MPM Suite; CMS Secure Net (C-SNAP)
- **Word processing software** —Microsoft Word

REFERENCES AVAILABLE UPON REQUEST
